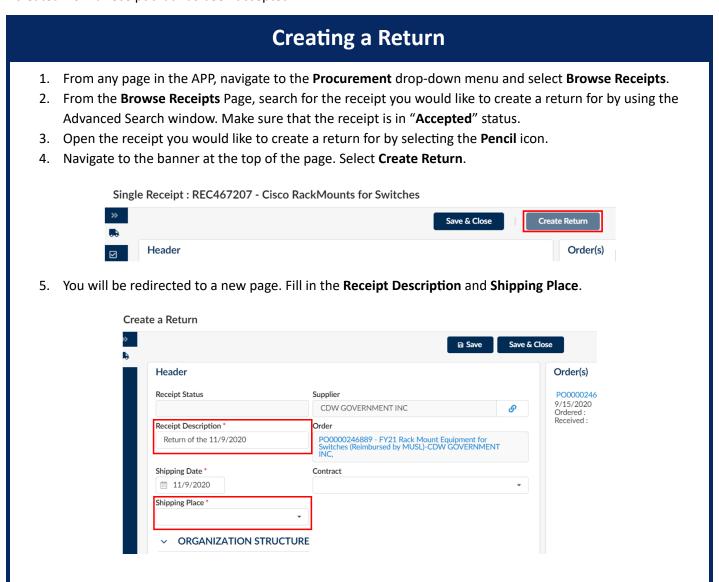


Returns - Create

This document is a quick-reference guide for users who need to create returns in the Arizona Procurement Portal (APP). If you have any questions, please contact the APP Help Desk at app@azdoa.gov. Additional resources are also available on the SPO Website: https://spo.az.gov/.

After receiving an order, users may need to return the goods to the supplier if they are defective or damaged. In order to create a return, there must be a receipt for the items that you are trying to return. A return can only be created from a receipt that has been accepted.





Click Save.
 Navigate to the Line Item section, and select the Pencil icon next to the item you are returning.
 Edit the quantity you are returning in the Quantity Received field. Ensure you delete the line items you DO NOT wish to return. Click Save and Close.
 Select Schedule Return.

Return: RET501474 - Test
Beach Save Save & Close Cancel Schedule Return View PO
Header
Order(s)
10. Now, the return has been scheduled and the status of the return will be updated to "Scheduled".
11. When the return is ready to be shipped, select Confirm Shipping.
12. Select Confirm Receipt.